

General Terms and Conditions

Maserati.rent is a trading name of Victoria Cruises Line slrs, which is a limited company registered in Italy (Reg. no. FI-678539, VAT:IT07086470486), registered address at Via Bolognese 18, Firenze,50139. These terms and conditions, constitute our agreement with you, the renter, for the services we provide. Together, these are referred to as 'terms'. These terms shall apply to all contracts for the provision of our services to the exclusion of all other terms and conditions.

If you, the renter, do not agree with any part of them, you must not proceed with your reservation. Your car rental reservation or use of additional services is subject to the laws of the country and/or state in which the rental takes place. The agreement between customer and Maserati.rent comes into force as soon as Maserati.rent provides written confirmation to customer by email. The agreement provided by car rental company comes into force once you pick-up the car.

CONTACTING CUSTOMER SERVICE

You can contact our customer service via email, phone:

IT +39 347 952 8621 (english, french,italy,spain,hungary)

Email: rent@maserati.rent

Web site: <https://maserati.rent>

DEFINITIONS

- "Maserati.rent/Us" means the features and services we make available, including through our website and any other Maserati.rent branded or co-branded websites or products (including sub-domains, international versions, widgets or apps) now existing or later developed;
- "Customer/You" means the person, organisation or business paying for and/or using the services;
- "Service" means the reservation of cars or additional services through Maserati.rent;
- "Car rental company" means the car rental company responsible for renting the specific vehicle;
- "Information" or "Content" means the facts and other information about the vehicle, car rental company and the services provided, including anything you or other users post on the website;
- "Website" means <https://maserati.rent> website;
- "Offer" means car rental service offer provided by car rental companies via Maserati.rent to rent specific vehicle under the specific terms of rental, including cost, insurance coverage, cancellation policy, pickup and return location and time and the cost of optional extras;

ACCURACY OF INFORMATION

Although we strive to ensure the accuracy of the information on this website, neither we nor our affiliates, car rental companies or partners can be held responsible by you for the accuracy of such information. It is solely your responsibility to evaluate the accuracy, completeness and usefulness of all information provided on this website.

Rates, services and optional extras

WHAT IS INCLUDED OR EXCLUDED IN THE PRICE?

Rental cost includes:

- Cost of car rental for the specified rental period
- Delivery and collection to the specified address
- Unlimited kilometres (miles)
- VAT and other applicable taxes
- Payment processing fees
- Free kilometres or miles as specified for each offer
- Comprehensive insurance with specified excess
- GPS Navigation
- Roadside assistance in case of accident or breakdown
- Winter equipment during winter season as required by local laws

Rental cost does not include:

- Parking and parking tickets
- Road, bridge or tunnel tolls
- Traffic fines
- Fuel
- Electronic transponders and vignettes

Rates specified for additional services are inclusive of VAT, other applicable taxes and payment processing fees.

DELIVERY AND COLLECTION

Delivery and collection costs are included in your offer.

The car can be delivered and collected anywhere in the specified town, city or metro area including metro area airports. Before you confirm your reservation, you will have the option to enter a specific address (residential or commercial, airport terminal, train station, hotel, villa, etc) where you want to collect and return the vehicle. If you don't know the exact pickup or return location, you can provide that information later, but no later than 48 hours before your rent starts.

You will receive delivery driver information and emergency contact number 24 hours before the rent starts. If your pickup location is at the airport, delivery driver will wait for you at the exit with a name sign.

CHILD SEATS

Child safety regulations must be observed at all times. You easily add a child safety seat(s) before you confirm your reservation. The cost of child safety seats will be displayed on your offer. Child safety seats are not available for all car models (two-seaters, specific sports cars, convertibles, classic cars, etc) or on all locations. If the child safety seats are available for the specific vehicle you will have the option to add it before you confirm your reservation.

ADDITIONAL DRIVERS

You can add up to two additional drivers before you confirm your reservation.

Additional drivers are covered by the same level of insurance. The cost of insurance and administration of additional driver is specified on your offer. Once you complete your reservation you will be required to upload drivers license and passport or national ID for each additional driver.

INSURANCE

All offers include a comprehensive insurance with specified excess amount – insurance deductible for comprehensive cover. The protection includes Collision Damage Waiver and Theft Protection.

The insurance amount is specified for each offer. In case of damage or theft, your total liability is up to the amount specified as “insurance deductible for comprehensive cover” if there is no breach to these terms or breach of the agreement with car rental company.

Collision Damage Waiver (CDW) reduces your liability from the total cost of the damage to an excess amount, unless you intentionally causes the damage, under the influence, or uses the car in a prohibited or negligent way including driving off main roads or providing the car to unauthorized drivers. CDW covers liability for damage to the car or its parts.

Theft Protection reduces your liability in the event of theft or damage caused due to theft or attempted theft of the car to an excess amount. Negligence connected with the theft or damage to the car may lead to the car rental company requiring the full amount for the cost of the car.

OPTIONAL INSURANCE PRODUCTS

Insurance providers or car rental company may offer optional insurance products via Maserati.rent. If the option is available it will be included in your offer and you can check all the details before you buy. We do not guarantee availability of optional insurance products for all cars and/or locations. Maserati.rent takes no responsibility for third-party insurance policies purchased elsewhere or from car rental company directly.

WHAT'S NOT INCLUDED IN YOUR INSURANCE POLICY?

The insurance policy does not cover:

- Windscreens, tyres, undercarriage, rims, wheels, replacement locks and keys
- Deep cleaning charges or damage to the car's interior (unless caused by a collision)
- Repairs not authorised by car rental company
- Damage to or loss of child seats or other additional equipment
- Costs incurred under circumstances that break these terms or the rental agreement
- Other exclusions may apply and can differ between car rental companies, so we recommend checking these exclusions with the car rental company when picking the car up.

Online Reservation Process

The following are the steps to making your reservation online:

1) Select your search criteria

– Enter your search criteria in the online search form including rental dates and pickup/return location

2) Offers from Maserati-rent companies

– Based on the search criteria, Maserati.rent will provide you with the offers matching your request

– Once you select the desired car, you can check the details of the specific offer

3) Offer details and optional extras

– You will be able to add extras or additional insurance by clicking on the desired items. The cost of each selected items will be added to the total cost of your rental

4) Completing your reservation

– Specify the exact pick-up and return address and time and driver details. If you don't know the exact address or pickup/return time, you can provide that information later.

– Select desired payment method and fill in the required information

– Before you confirm you will be asked to accept these terms. Please review it carefully and save it for a future reference.

5) Confirmation from Maserati.rent

– Maserati.rent will send you a confirmation of your reservation. The confirmation email will include the main details of your reservation, including reservation number, driver details, rental details and costs of services.

Confirmation, payments and deposit

In most cases, we will confirm your reservation immediately or within the 24 hours. If for any reason the car you've selected is not available, we will tell you right away and communicate alternative offers. If you're not satisfied with the offers provided you can cancel your reservation free of charge.

PAYMENTS

Once your booking is confirmed, you will receive a confirmation and a payment link will be sent to you by email. By clicking on the link you will be able to pay the advance payment of €500.00-. You can pay the remaining amount of the rental fee by debit or credit card at the delivery driver's office when you pick up the car. The amount of the credit card receipt is € 6,000.00- This amount will be charged on the mobile credit card terminal at the delivery driver's desk when you pick up the car. The rental amount will be displayed on the offer before the booking is confirmed. For offers with free cancellation, the rental fee is refundable.

PAYMENT METHODS

You can pay rental cost using credit and debit cards. The accepted credit cards are as follow:

– For payments in Euros (EUR) – Visa, Mastercard, American Express, Maestro, Diners

If you wish to pay via bank transfer, contact our customer service. All payments made via bank transfer must be received by us at the least 48 hours before your rent starts. Maserati.rent takes no responsibility in case of any delays or issues with the payment (bank holidays, weekends, technical issues, etc).

DEPOSIT POLICY

You will be required to pay a deposit before the rental period starts. The amount is €6,000 for each car and is shown on the offer as a "credit card receipt". The amount of the deposit is less than or equal to the amount of the insurance excess. The amount of the deposit will be credited to your credit card but will not be charged (debited). The deposit is to cover additional rental costs, traffic fines, possible damage to the car, loss or theft. In the event of damage, loss or theft of the car, the full amount of the deposit will be retained and will be refunded to you after the car has been restored to its original condition, less any compensation claims by Maserati.rent. The security deposit will be authorised by Maserati.rent before the start of the rental period. Provided that no damage or additional costs are incurred, the deposit will be released within 30 working days at the latest for rentals in Europe. In the event of damage, traffic fines or additional rental costs, the deposit will be released, less the costs, no later than 7 working days after receipt of the invoice for the damage or additional rental costs. Please note that it may take some time for the transaction to appear on your credit card statement.

Cancellations, modifications and unused services

MAKING CHANGES TO YOUR RESERVATION

If you wish to change your reservation, you can request the change by e-mail. In most cases, we will do our best to accommodate your request, but we cannot guarantee that we will facilitate the requested changes. Failure to notify us of any changes to the city, time or date of return or the model specified in your confirmation may result in cancellation of your reservation. We may charge a fee for any changes to your booking. In addition, a non-refundable administration fee of EUR 50.00 will be charged for each confirmed change.

IF WE MAKE CHANGES TO YOUR RESERVATION

Maserati.rent may need to amend your booking. In all such cases, we will notify you as soon as possible before the rental starts. If the model is not available and the proposed changes are not acceptable, you will receive a full refund. However, in such circumstances, we will not accept any further liability for any direct or indirect loss suffered by you as a result of such changes.

CANCELLATION BY CUSTOMER

Reservation can be cancelled at any time. Before you confirm your reservation you can review a cancellation policy for the selected offer.

Any cancellation request must be sent to us in writing via email by the person who made the reservation and will not take effect until received by us. Once we receive the cancellation request, we will cancel your reservation. You will receive an email confirming your cancellation including information about cancellation fee, if any.

If your reservation is eligible for free cancellation, you will not be charged or you will be refunded for monies already paid. Otherwise you will be charged for a cancellation fee. If we receive your cancellation request 72 hours or less before the specified pickup time, you will be charged a full amount of rental cost. Prepayment is non-refundable unless your reservation is eligible for free cancellation.

CANCELLATION BY MASERATI.RENT COMPANY

If Maserati.rent cancels your confirmed booking, we will try to find you another model

If this is not possible, we will provide a free upgrade and/or a suitable alternative. If you are not satisfied with the alternative offer, your booking will be considered cancelled and a full refund will be given within 7 days. We will do our best to find you the best possible alternative, but we cannot guarantee the availability of free upgrades or replacement offers. Alternatives may cost less or more than the original request.

NO-SHOW POLICY AND UNUSED SERVICES

If you're not able to collect the car at specified time and location contact our customer service as soon as possible and we'll try to modify your reservation. Please check "Making changes to your reservation" above. Maserati.rent does not offer any discounts or refunds for missed or unused services which were missed or unused by the customer due to no fault of Maserati.rent or car rental company, which shall include any termination of your participation in the service due to your own fault, negligence or breach of these terms.

Required documents

DRIVING LICENSE, PASSPORT OR NATIONAL ID

In order to rent a car you must hold a full and valid driving license in your home country. Maserati.rent and/or car rental company may request personal identification documents to verify driver and cardholder data, including but not limited to driver's license, passport or national ID.

You are required to send scanned or photographed images of the documents requested to confirm the reservation or prior to consuming services. Once you confirm your reservation, you will have the option to securely upload the required documents. It is your responsibility to ensure the validity of any documents you provide. Failure to do so could result in the termination of your reservation in which case no refund will be offered. If we suspect you have made a deliberate attempt to rent a vehicle under false pretenses we will be required by law to inform the local authorities. We are in no way responsible for any losses incurred by you or any third-party as a result of fraudulent or otherwise invalid documents provided by you.

You are responsible for obtaining an International Driving License or any other necessary permit, if required by law. Maserati.rent is not responsible for any change to local or national laws regarding driver license requirements and it is your responsibility to ensure you are entitled to drive a vehicle in your destination country.

We must be informed at the time of reservation of any endorsements or penalties on your driving license. Failure to do so may result in the refusal or the cancellation of a reservation. You must have your driving license and any necessary permits with you at any time you are in the rented car and you must provide it for inspection to local authorities when requested.

Car rental company has the right to refuse to deliver a vehicle or honor the reservation agreement with you if you fail to provide your driving license, passport or national ID at the time of delivery. In such cases no refunds will be made.

AGREEMENT WITH THE CAR RENTAL COMPANY

In order to pick up your vehicle, you will need to sign a contract with Maserati.rent. The agreement will always be in English. The agreement does not conflict with these conditions, but

may contain special restrictions that apply in the country where the car rental company is registered.

VEHICLE INSPECTION FORM

Before you pickup your car you will need to sign vehicle inspection form. Take a good look at the vehicle and make a note if any damages are present, including any damages on tyres, windscreen, undercarriage, rims, interior. Keep a copy of vehicle inspection form, otherwise we will not be able to assist you if there is a dispute regarding car condition.

General information and limitations

CAR CAPACITY AND EXCESS LUGGAGE

We can't accept liability for the car being unsuitable for all passengers and luggage. Make sure that the car you've selected has enough space. The models are guaranteed so you can easily check all details and specs online or contact our customer support. We cannot accept responsibility if the car rental company refuses to supply a car because the party size is too big or if your luggage can't fit.

We can collect your excess luggage and deliver it once your rent is over. This service might not be available on all locations. Please check with our customer support for the service availability and possible associated charges.

AGE LIMITATIONS

The minimum age for driving a particular car will be stated on the offer and may vary from car to car. For Maserati.rent, the minimum age to rent a car is 30 years and the maximum age is 65 years.

FUEL POLICY

The car is delivered with a full tank of fuel and you must return it full. If for any reason the tank is not full when you receive the car, note it on the vehicle checklist and return the car with the same amount of fuel. An extra charge will be made for the missing fuel, the amount of which is included in the contract and deducted from the deposit. The car rental company will charge the cost of fuel, the cost of which is a fixed amount.

DRIVING AREA

Rents taking place in Italy, French:

You are authorized to drive the car in countries where pick-up and/or return is specified, and any countries on the direct (shortest) route between specified pickup and return locations, islands excluded. If you plan to use the car in other countries, make a note before you confirm your reservation and we will amend your request, if possible.

If your rent is taking place on an island, you're not authorized to leave the island without explicit permission from Maserati.rent. If you pickup and return location is not on the island and you want to use the car on any island an explicit permission from Maserati.rent is required. If the island or territory is connected to the mainland by road, no permission is required.

FLIGHT AND OTHER DELAYS

We will track your flight to ensure timely delivery. Regardless, in the case of flight or other delays you must inform us as soon as possible. We will attempt to adjust the delivery time for you in accordance with your delay but this may not always be possible.

LATE PICKUPS AND EARLY RETURNS

Your rental starts and finishes according to the pickup and return dates and times detailed in your confirmation. No refunds will be provided for unused services if a car is picked up late or returned early. If you are unable to pick up the car up at the agreed time and date, it is essential you contact us as soon as possible.

PROVISION OF CARS

The car rental company reserves the right to refuse to rent a car to a person who is deemed unfit to drive or does not meet the eligibility requirements. We cannot be held responsible for the conduct of the journey or for any refunds, compensation or other costs payable by you, the hirer, in such circumstances.

MECHANICAL DIFFICULTIES AND ACCIDENTS

In the case of breakdown or mechanical difficulties, you must call the emergency contact number immediately. Car rental company must give authority for repairs or replace your car. If you are involved in an accident, the local police and the car rental company must be contacted. You must keep the copies of all relevant documentation you are asked to complete.

LIMITED LIABILITY

Your rental is subject to the agreement with the car rental company and to the corresponding laws of the country and/or state in which the rental takes place. We accept no responsibility for and shall not be liable in respect of any loss, damage, alterations, delays or changes arising from civil strife, industrial disputes including air traffic control disputes, terrorist activity, natural or nuclear disaster, fire or adverse weather conditions, unavoidable technical problems with transport, closure or congestion of roads, airports or ferry ports, cancellation of scheduled flights or financial failure of airlines.

We are responsible for losses you directly suffer as a result of us breaking this agreement if the losses are a foreseeable consequence of us breaking the agreement. Losses are foreseeable where they could be contemplated by both you and us at the time our agreement is formed. We are not responsible for indirect losses which happen as a side effect of the main loss or damage and which are not foreseeable by you and us nor are we liable for loss of profits, loss of opportunity, loss of goodwill or consequential losses, damages or costs. In the event that the force majeure persists for more than 14 consecutive days, we may terminate and withdraw reservations by giving 14 days' notice and refunding all monies paid prior to the force majeure event.

PERSONAL DATA AND PRIVACY POLICY

If you wish to make reservation we may ask you to supply certain data applicable to your purchase – including, without limitation, credit card information and other personally identifiable data. You understand that any such data will be treated by us in the manner described in our privacy policy. You agree that all data that you provide for this purpose will be accurate, current and complete. You agree to pay all charges incurred by you or any users of your account, credit card or other payment mechanism at the rates in effect when such charges are incurred.

Verification of submitted data may be required prior to our acceptance of any reservation. Except as otherwise required by law or as otherwise expressly stated by us, price, rate and availability of products or services are subject to change without notice. You acknowledge that bookings,

purchases and services are subject to additional terms and conditions imposed by us or by the car rental company which supplies your car.

Your privacy is important to us. By using this site you accept the terms of the Privacy Policy consent to use of your personal information by Maserati.rent and its service providers to provide our services to you and use by us to you send informational, promotional and special offer emails.

USE OF COOKIES AND OTHER TRACKING TECHNOLOGIES

We may use cookies and other technologies to facilitate and track your use of services offered on this website. For more information on this, please see our privacy policy.

SERVICE RATINGS AND REVIEWS

Ratings and reviews may be uploaded onto our website for the sole purpose of informing customers of your opinion of the service and quality of the car rental company, and used partially or in their entirety by Maserati.rent on our website, mobile applications, social media platforms, newsletters, promotions or other channels owned or controlled by Maserati.rent. We reserve the right to refuse or remove reviews at our sole discretion. Reviews express the personal opinions of our customers who filled out a survey after completion of their rental. These opinions do not necessarily represent our views.

COMPLAINTS

If you are dissatisfied with the rental in any way, please let us know as soon as possible. If you do not do this in a timely manner, it will be difficult for us to assess any claim regarding the rental. If you, the renter, wish to make a complaint, please contact our customer service within 30 days of the end of the rental.

JURISDICTION

Maserati.rent is operated by Victoria Cruises Line slrs registered in Italy. This Agreement shall be governed by and in accordance with the laws of Italy and any disputes arising shall be subject to the non-exclusive jurisdiction of the courts in Italy. If there are any questions regarding Terms and Conditions, you may contact our customer service.

EXTRA COST CHARGES

Fuel: €200.00-

if the renter returns the vehicle with a not full tank of fuel, an extra charge will be made for the cost of refuelling

Extra interior cleaning: €50.00-

if the hirer returns the vehicle with a dirtier interior than usual, an extra charge will be made for the extra work.

Extra exterior cleaning: €50.00-

if the hirer returns the vehicle with a dirtier exterior than normal, an extra charge will be made for the extra work.

Smoking: €1,000.00-

Smoking is prohibited in all cars. If we find evidence of smoking, we will charge an extra fee

Information

- **All Rentals Include VAT:** There are no additional costs, VAT is included in the rental prices.
- **Minimum Rental Period:** The minimum rental period is 3 days.
- **Rates:** Prices are daily (24 hours) and decrease as the rental period lengthens.
- **Price Variation:** Prices are subject to change based on market conditions and without notice.
- **Age Range for Rental:** From 30 to 65 years old, with specific requirements for each vehicle.
- **Driver's License:** The client must have a valid driver's license for at least 3 years. Maserati.Rent reserves the right to refuse rental at its discretion.
- **Deposit:** A refundable deposit is required, the amount of which is specified for each vehicle.
- **Included Mileage:** Unlimited mileage per day
- **Payment:** The estimated rental cost and the deposit must be paid at the beginning of the rental. Advance of €500.00 is required at the time of booking (debit or credit card)
- **Rental Extension:** To extend the rental beyond the agreed-upon date, it is necessary to contact the dedicated consultant, check vehicle availability, and pay an additional fee.
- **Travel Abroad:** From Italy and France, it is forbidden to take the car to another country.
- **Delivery and Return:** The service is available in Italy and Southern France.
- **Administration Hours:** Monday to Sunday from 10:00 to 18:00
- **Dedicated Consultant Hours:** 24/7 availability in both Italian, English, France for any emergencies.